

Electronic Acknowledgement Receipt

EFS ID:	3178485
Application Number:	10826160
International Application Number:	
Confirmation Number:	8619
Title of Invention:	Processing service requests for product support with indexed and clustered answer objects
First Named Inventor/Applicant Name:	Hua-Jun Zeng
Customer Number:	22801
Filer:	Benjamin A. Keim/Jennifer Burda
Filer Authorized By:	Benjamin A. Keim
Attorney Docket Number:	MS1-1892US
Receipt Date:	18-APR-2008
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Time Stamp:	18:11:34
Application Type:	Utility under 35 USC 111(a)

Payment information:

Submitted with Payment	no
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File Listing:

Document Number	Document Description	File Name	File Size(Bytes) /Message Digest	Multi Part /.zip	Pages (if appl.)
1		DY7779.PDF	111284	yes	4
			d662f69c7ea4b4e0ad8a4b6937b88722 dfd992b1		

	Multipart Description/PDF files in .zip description		
	Document Description	Start	End
	Information Disclosure Statement (IDS) Filed	1	3
	Miscellaneous Incoming Letter	4	4

Warnings:

Information:

2	Foreign Reference	DX2725.PDF	704689	no	15
			1a3dddc7110eb79353a47d97b6969a6b3f276f30		

Warnings:

Information:

Total Files Size (in bytes):	815973
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New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.